

Solid Waste Services

E-mail us at:
recycle@montgomerycountymd.gov

Call 240-777-6400 about:

- General Waste Reduction, Recycling, & Information on "Buying Recycled"
- Recycling at Work
- Recycling in Apartments & Condominiums
- Grasscycling & Composting
- Solid Waste Facilities

Call 240-777-6410 about:

- Trash Collection
- Recycling Collection
- Special Collections
- Household Hazardous Waste

Go to www.mcrcycles.org/holiday.shtml to subscribe to:

- Email notification of recycling pick up schedule in inclement weather/holidays
- Email notification of County-provided trash pick up schedules



Order more copies of this guide by calling 240-777-7155.

Alternative formats of this document are also available upon request by calling this number.



This brochure is printed on recycled paper.
PLEASE RECYCLE!



Effective 11/26/03



**Department of Public Works
and Transportation**

Resident's Guide to Services

Douglas M. Duncan
Montgomery County Executive

Albert J. Genetti, Jr.
Director

Need To Reach Us?

DPWT HOTLINE 240-777-7165

Department of Public Works & Transportation
101 Monroe Street
Rockville Maryland 20850-2140

www.montgomerycountymd.gov

Office of the Director

E-mail us at:
director.dpwt@montgomerycountymd.gov

Call 240-777-7170 about:

- Director's Office Issues
- Community Outreach Programs
- METRO & MARC Rail Oversight
- State Transportation Project Coordination
- Master/Sector Plan Review & Analysis
- Regional Transportation Project Coordination
- Impact Tax & Development Approval Payments

**Call 240-777-7155 (or email us at:
dpwt.outreach@montgomerycountymd.gov)
about:**

- Community Action Groups
- Keep Montgomery County Beautiful Programs
- Adopt-A-Road
- Storm Drain Painting
- Beautification Grants

Call 240-777-7252 about:

- Property Acquisition
- Abandonments
- Permanent Closures of Public Roads
- Disposition of Public Property



**Call 240-777-7173 (or email us at:
gomontgomery@montgomerycountymd.gov)
about**

- The Go Montgomery! Initiative

**Call 240-777-7165 after business hours
(5pm-8am Mon.-Fri., all day Sat. & Sun.) about:**

- Any Public Works or Transportation Concern

Transit Services

E-mail us at:
transit.dpwt@montgomerycountymd.gov

Call 240-777-RIDE (7433) about:

- Operation of Transit Systems: Ride On Metrobus, & Metrorail
- Ride On Schedules, Scheduling Accessible Bus
- Compliments/Complaints on Bus Service

Call 240-777-5800 about:

- Hiring and Training of Bus Operators
- Trash Removal at Bus Stops

Call 301-770-POOL (7665) about:

- Information on Carpooling & Vanpooling
- Employer Outreach & Transit Subsidy Programs
- Keep Montgomery County Moving Committee

Call 240-777-CABS (2227) about:

- Taxicab Licensing & Regulation

Call 240-777-5890 about:

- Medicaid Transportation

Call 240-777-5800 about:

- Call 'N Ride
- Transportation for Seniors & People With Disabilities
- Other human services special transportation programs (formerly "Paratransit" programs)



RIDE ON
MONTGOMERY COUNTY TRANSIT

Capital Development

Management of Capital Projects

- County Owned Facilities
- Public Roads and Highways
- Transit Facilities
- Bikeways
- Sidewalks
- Bridges
- Storm Drains



Planning Phase

E-mail us at:
dcd.planning@montgomerycountymd.gov

Call 240-777-7220

Call 240-777-7270 about: New Sidewalks



Design Phase

E-mail us at:
dcd.design@montgomerycountymd.gov

Call 240-777-7221



Construction Phase

E-mail us at:
dcd.construction@montgomerycountymd.gov

Call 240-777-7210

Operations



Traffic

E-mail us at:
trafficops@montgomerycountymd.gov

Call 240-777-2190 about:

- Traffic Signals
- Streetlights
- Traffic Signs & Street Name Signs
- Lane Markings & Crosswalks
- Speed Humps & Other Traffic Calming Measures
- Traffic Mitigation Agreement Reviews
- Subdivision Development Plan Review
- Residential Parking



Security

Call 240-777-6080 about:

- Security and Parking Enforcement at County facilities



Highway Maintenance

E-mail us at:
dhsmail@montgomerycountymd.gov

Call 240-777-ROAD (7623) about:

- Potholes
- Sidewalk Repair & Replacement
- Shoulder Maintenance
- Roadway Resurfacing & Paving
- Maintenance of Trees in the County Right-of-Way
- Scheduled Mowing of County Rights-of-Way
- Storm Drainage Operation & Maintenance
- Leaf Vacuum Collection
- Snow Removal/Ice Treatment



County Facilities

Call 301-279-8111 about:

- Maintenance at County Buildings, Parking Lots & Garages



Parking

E-mail us at:
parking@montgomerycountymd.gov

Call 240-777-8740 about:

- Parking Policies, Studies, New Facilities Planning
- Parking Lot Districts & PLD Tax

Call 240-777-8744 about:

- Purchase of Parking Permits (monthly & residential)
- Cash Key (convenient meter payment method)

Call 240-777-8740 about:

- Parking Meters/Maintenance
- Parking Enforcement & Tickets

Call 301-279-8111 about:

- Parking Garage or Lot Maintenance

Who Has Jurisdiction?

DPWT may or may not maintain a certain aspect of a road, depending on whose road it is or what agreements have been reached. This chart provides a general rule of thumb for jurisdictional responsibilities. There are many exceptions! If your issue appears to be a County responsibility, contact the specific office using the numbers in this Citizen Guide. If your issue appears to be a State responsibility, contact the Maryland State Highway Administration (MSHA) at 301-513-7300 or 1-800-749-0737.

SHA STATE ROAD (MSHA)



COUNTY ROAD (DPWT)

HOW TO TELL THE ROAD TYPE	State road has a route number posted	County road has only a street name posted
OTHER ROAD TYPES: US OR INTERSTATE	MSHA	
ROAD MAINTENANCE (CURB-TO-CURB)	MSHA	Highway Maintenance Section
SIGNS	MSHA	Traffic Operations Section
TRAFFIC SIGNALS	County first evaluates. Any recommended changes are MSHA's responsibility	Traffic Operations Section
SIDEWALK MAINTENANCE	In general County responsibility	Highway Maintenance Section
SIDEWALK CONSTRUCTION	MSHA (frequent exceptions)	Construction Section
TREES BETWEEN SIDEWALK AND ROAD OR ADJACENT TO THE ROAD	MSHA	Highway Maintenance Section
RIGHT-OF-WAY MAINTENANCE (GRASS) BETWEEN SIDEWALK & ROAD	Adjoining property owner's responsibility	Adjoining property owner's responsibility
MEDIAN MAINTENANCE	MSHA	Highway Maintenance Section